**Functional Requirements:**

**User Roles and Permissions**

1. **Guest User:**
   * Can browse products, category and brand.
   * Can search for products using a search bar
   * Can view detailed product descriptions, images, and reviews.
2. **Registered User:**
   * Can create an account and log in.
   * Can add products to the cart and purchase them.
   * Can add products to a wishlist or favorites for future reference.
   * Can track orders in real-time and view the order history.
   * Can submit reviews and ratings for purchased products.
3. **Admin User:**
   * Can add, edit, or delete products and their details.
   * Can create categories and brands.
   * Can view, manage, and fulfill customer orders..
   * Can generate sales reports and analytics.

**Functional Features**

1. **Product Management:**
   * Display products with essential details: name, price, description, availability, and images.
   * Offer a "related products" section to encourage cross-selling.
2. **Customer Account Management:**
   * Enable account creation using email or social login.
   * Provide profile management for updating personal information, addresses.
3. **Cart and Checkout:**
   * Support adding, removing, and updating items in the cart.
   * Display total costs, including shipping and taxes, in the cart.
   * Offer a secure checkout process with multiple payment methods (credit cards, PayPal, etc.).
4. **Wishlist/Favorites:**
   * Allow users to save items for future purchases.
   * Notify users of price changes or availability updates for saved items.
5. **Order Management:**
   * Provide order tracking with status updates (e.g., processing, shipped, delivered).
   * Allow users to view invoices for past orders.
6. **Multilingual Support:**
   * Include support for multiple languages (e.g., English, Arabic) to cater to tourists.
7. **Product Recommendations:**
   * Implement a recommendation system based on browsing history and past purchases.
8. **Tourist-Specific Features:**
   * Highlight handmade and locally crafted products unique to the region.
   * Provide cultural context or stories behind specific items to enhance tourist interest.
9. **Support:**
   * Integrate a contact form or chat support for inquiries.
10. **Reporting and Analytics (Admin Only):**
    * Provide sales analytics.
    * Track product popularity and inventory trends.